

receiving feedback

the manner in which you hear and are responsive to complimentary or constructive information regarding your professional behaviors



CareGivers
of America
Home Healthcare Services

Why is feedback important?

Thoughtful feedback helps you grow both personally and professionally. Accurate feedback helps you with your lifelong career development, too. It's a gift that people who care about your personal and professional success can provide for you. But, they'll only provide feedback if you are approachable and allow them to feel comfortable when giving you the feedback.

How to Receive Feedback With Grace and Dignity

Listen to Understand Practice all of the skills of an effective listener, including using body language and facial expressions that encourage the other person to talk.

Control Your Defensiveness If you can create an aura of approachability, people are more likely to return with more feedback. Defensiveness, anger, justifying, and excuse-making will ensure that coworkers and bosses are not comfortable giving you feedback.

Try to Suspend Judgment After all, in learning the views of the feedback provider, you learn about *yourself* and how your actions are interpreted and perceived in the world. Noted consultant and author, Tom Peters, in a well-known quote, said, "*Perception is all there is.*"

Summarize and Reflect on What You Heard Your feedback provider will appreciate that you are really *hearing* what they are saying. Rather than using the little voice in your head to argue, deny, or formulate your response while they are speaking, *focus on making sure that you understand the point of view you are receiving*. You are also determining the validity of what you are actually hearing.

Ask Questions to Clarify Focus on questions to make sure that you understand the feedback. Once again, focus on understanding the feedback you are receiving, **not** on your next response. Your most appropriate response will frequently be a simple "thank you for letting me know."

Keep Things in Perspective Just because you receive feedback, doesn't mean that you are a "bad person", 'in trouble' or are a "bad employee". Professional feedback is intended only for your growth and improvement.

PRO-TIP: If you really disagree, are angry or upset, and/or want to dissuade the other person of their opinion, wait until your emotions are under control to reopen the discussion at a later date. Doing this at the moment of feedback is rampant with the potential for the whole conversation to fail.